



NAVY AIR FORCE INTERFACE (NAFI)

NAFI IPT
02 August 2001

Debbie Streufert

Debbie.streufert@peoarbs.navy.mil



IPT Agenda



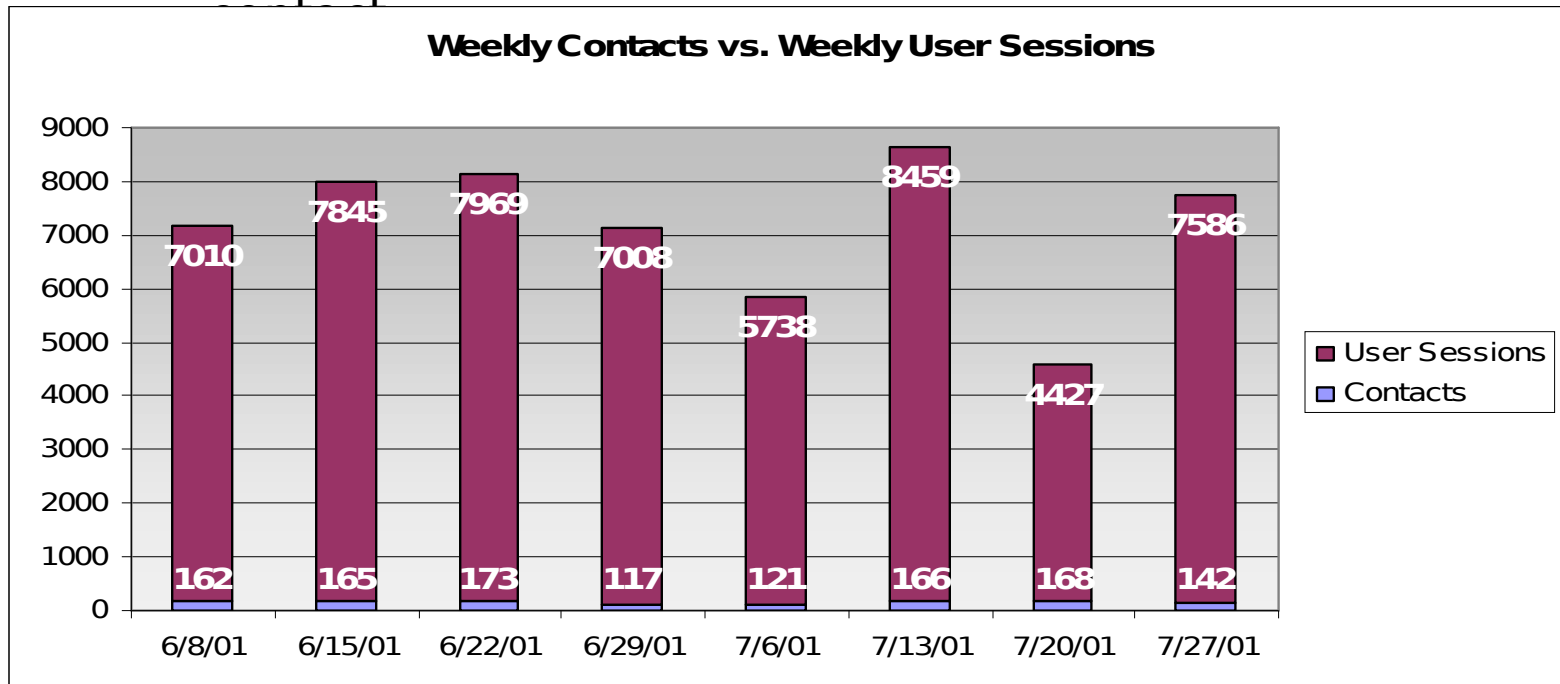
- User and System Statistics
- EDA Trouble Tickets
- NAFI File Issues
- NAFI Automated Interface
- Duplicate Files
- Alterion Testing
- Recent NAFI Accessibility
- Genuity as Production
- Miscellaneous Issues
- Future Meetings



User Support Statistics



- Number of NAFI Usage issues very low, compared with the amount of usage the system is getting.
 - Average Help Desk Contacts = 156/week vs. User Sessions = 7000/week: 2% of user sessions result in Help Desk

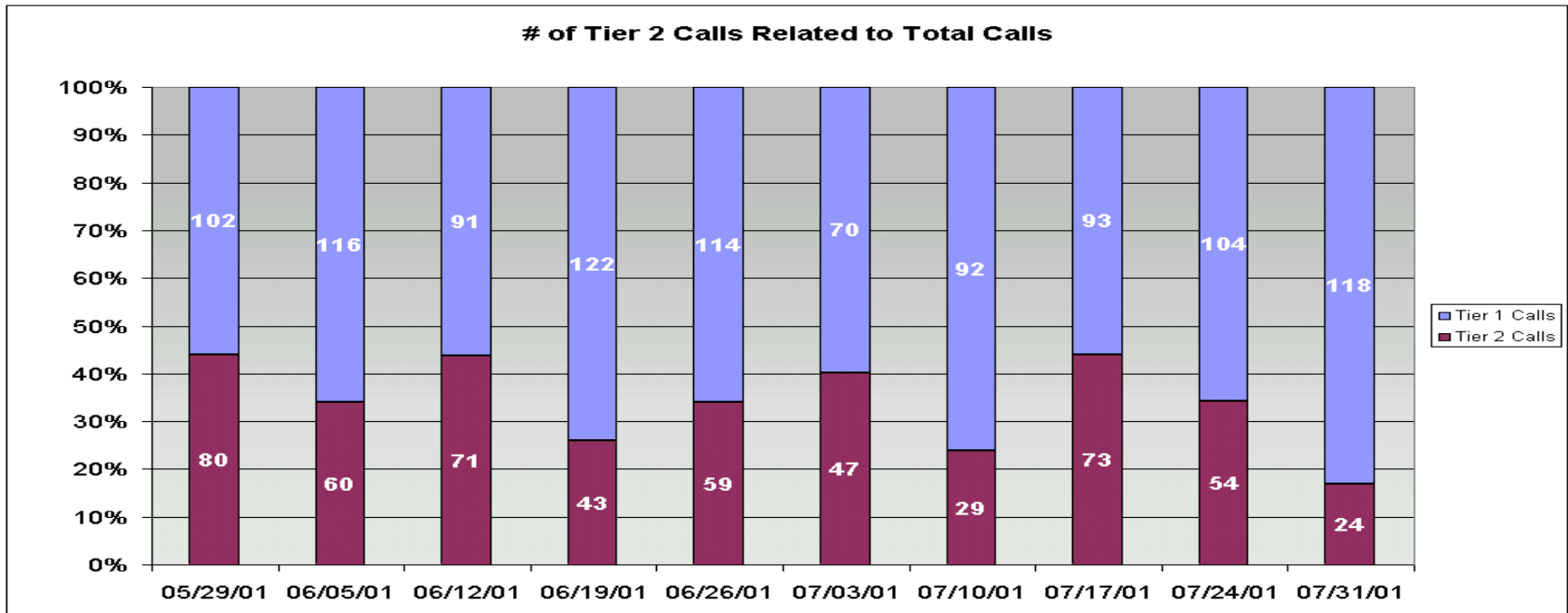




User Support Statistics



- As NAFI Users become more sophisticated, Help Desk Issues become more involved, and take more time to resolve.
 - Contacts requiring Tier 2 or above Support have increased

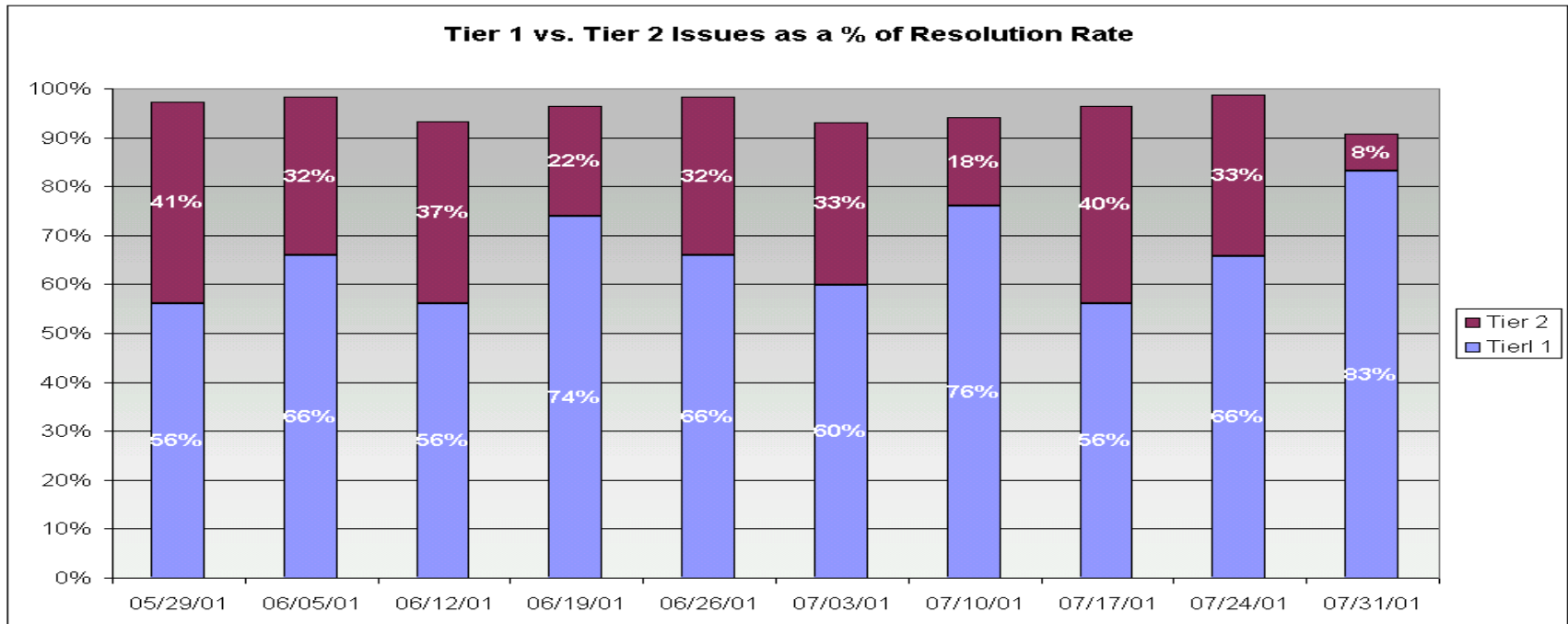




User Support Statistics



- Weekly resolution rate remains high at 96%, although the additional research involved with Tier Two Contacts often requires a call back.
 - First Call (Tier 1) resolution rate is 66%: remaining 34%

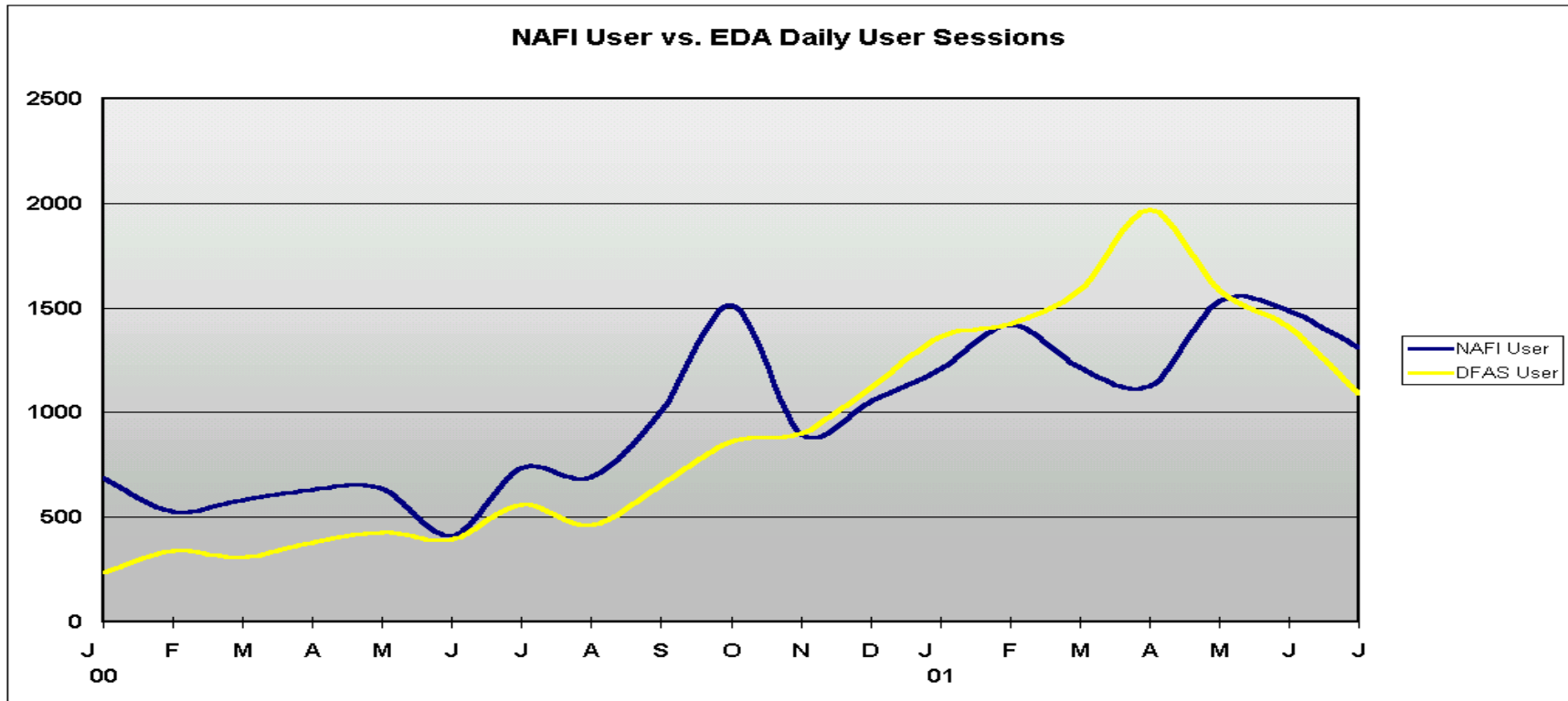




System Statistics



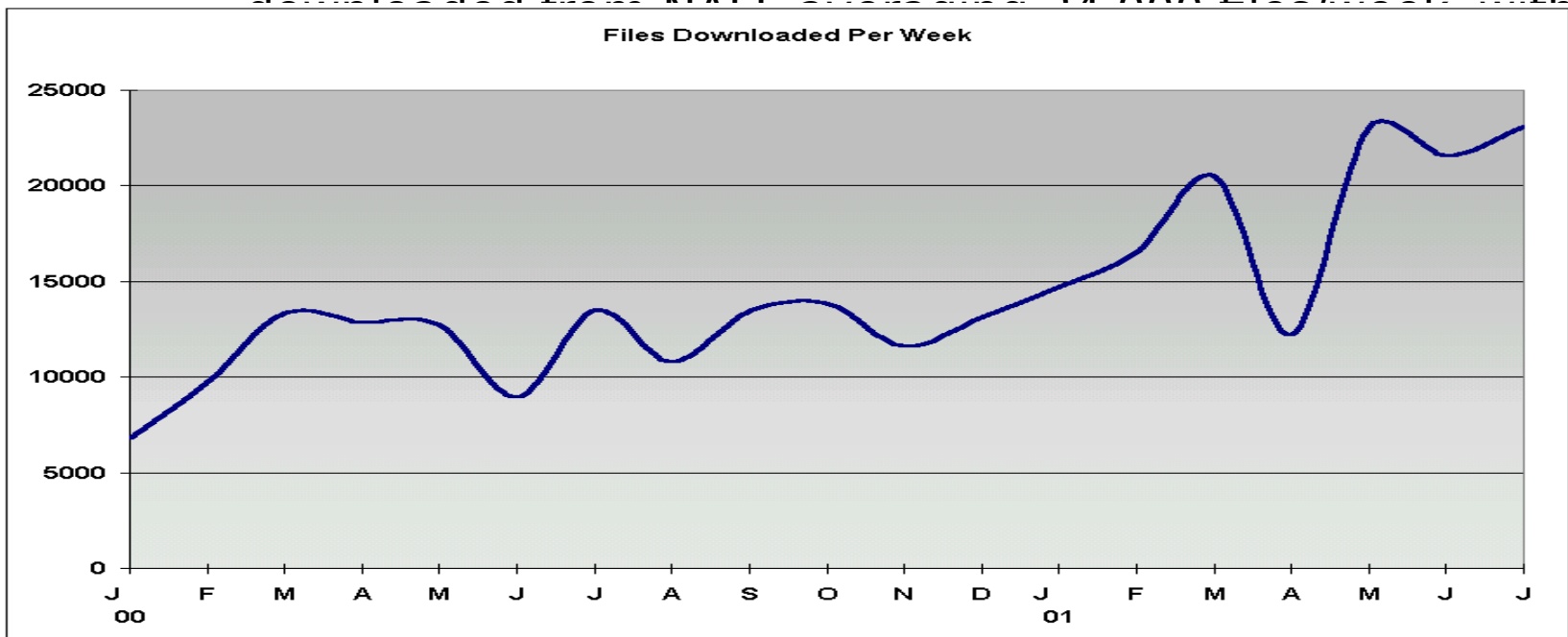
- User Sessions continue to climb, but beginning to level at solid usage.
 - DFAS Users use NAFI around 1400 times per day, while AF





System Statistics

- Users seem to be more consistently relying on e-documents, vs. paper copies, suggesting increased confidence in Paperless Processes.
 - Statistics show a significant increase in documents downloaded from NAFL, averaging 24,000 files/week with





System Statistics

Database Server Statistics								
Week Ending	8-j un-01	15-j un-01	22-j un-01	29-j un-01	6-j ul-01	13-j ul-01	20-j ul-01	27-j ul-01
Database Capacity (Gigabytes)	340	340	340	340	340	340	340	340
Total used (Gigabytes)	143	145	146	147.1	148	149.3	150.1	151.8
Gigabytes Consumed	1.6	2.00	1.00	1.10	0.90	1.30	0.80	1.70
% of database used (Gigabytes Used / Capacity)	42%	43%	43%	43%	44%	44%	44%	45%
% of database remaining (100% - %Database Used)	58%	57%	57%	57%	56%	56%	56%	55%
Average number of files uploaded per day								
Air Force	482	549	508	580	319	418	470	579
Navy	773	766	879	900	612	685	984	775
Air Force & Navy	1255	1315	1387	1480	931	1104	1454	1354
Average Upload Time(Seconds)								
Air Force	0.62	0.92	0.59	0.42	0.59	0.48	0.43	1.07
Navy	8.13	7.15	5.85	5.83	6.59	7.36	5.86	7.67
Air Force & Navy	8.75	8.07	6.44	6.25	7.18	7.84	6.29	8.75
Web Site Statistics (Provided by Webtrends)								
Week Ending	8-j un-01	15-j un-01	22-j un-01	29-j un-01	6-j ul-01	13-j ul-01	20-j ul-01	27-j ul-01
Average User Session length (minutes)	13.29	12.59	13.17	12.55	13.15	12.35	14.15	14.38
Total Files Downloaded								
Air Force	8811	12019	11013	12114	8090	10726	8633	14446
Navy	10976	14489	12719	14322	9955	13081	11225	16230
Air Force & Navy	19787	26508	23732	26436	18045	23807	19858	30676
Web Pages Accessed Via DISA Site	1274	1555	1531	1511	1050	1364	918	1027
Activity level by day(User Sessions)								
Monday	946	1563	1546	1394	1440	1920	713	1438
Tuesday	1511	1708	1727	1560	1424	1698	943	1546
Wednesday	1619	1727	1737	1142	198	1296	1280	1626
Thursday	1655	1594	1695	1540	1516	1968	1447	1674
Friday	1281	1253	1264	1372	1160	1577	757	1302
Average number of daily user sessions (Week)	1402	1569	1594	1402	1148	1692	885	1517



EDA Trouble Tickets



- New Workflow and Spreadsheet
 - Goal of updated format is to facilitate better communication among sites, OHD and NAFI.
 - Spreadsheet will be disseminated to OHD and Claimants each Wednesday for action to be taken.
 - Spreadsheet will contain a list of all open EDA tickets to date assigned to NAFI/Claimants, and their current status.
 - NAFI validates new tickets from OHD, resolves on own if possible.
 - Tickets requiring CAM intervention are marked as "Forwarded to CAM."
 - Once sites close tickets, update CAM Status as "Resolved" and forward updated spreadsheet to Meg.
 - Meg will update the Master Spreadsheet with action/status and all updates will be reflected in subsequent spreadsheet mailing.
 - Resolution of these tickets must continue to be a top priority.



EDA Trouble Tickets



- **Many tickets closed recently (218), but many still open (168)**
 - Most or all of current tickets required Activity to resolve
 - More issues occur at Activities not utilizing NAFI Interfaces

Claimant	Open tickets as of 073101
NAVAIR	24
NAVSEA	50
BUMED	0
USMC	9
NAVFAC	20
SPAWAR	22
NAVSUP	4
AF	31
SSP	3
ONR	5
Total	168



NAFI File Issues



- Symptoms include: “Unsupported Document”, “Acrobat Error 109”, “File Does not Exist” etc.
- Remaining File Issues are largely User-driven:
 - User uploads Zero k file
 - User Uploads file without extension
 - User attempt to upload a file that does not reside on client (mistypes path to upload file)
 - User uploads password protected document or form
- File issues will generate EDA and NAFI Trouble tickets.
- NAFI had previously taken strides to eliminate File related issues:
 - Upgraded its conversion process in March
 - Implementation of flexible solution for file type support- allows expanded amount of files types to be viewed through browser or downloaded to users computer



NAFI File Issue (con't)



- What NAFI will do to help remedy User Driven File Issue:
 - Reject upload of 0K files
 - Reject uploads of files without extensions
 - Reject files which can not be found on user's machine
 - Reject potentially harmful files (.vbs, .exe, etc)
 - Each of these solutions has been developed and are awaiting testing

- What sites can do to help remedy NAFI File Issue:
 - Do not upload password protected files of any type, empty files or files with incorrect files extensions.
 - Be sure that format of files uploaded is not a format that is prohibited by NAFI.



NAFI Automated Interface



- Automated Interfaces is an easier way to use NAFI, and results in more accurate data entry.
- Less EDA trouble tickets are assigned to those sites that utilize the automated interface, due to the accuracy.
- Remaining Activities not utilizing Interfaces are encouraged to do so – even non-SPS sites can participate.
- NAVSEA recently began successfully using NAFI Interfaces.
- Any contract-writing systems with a database can generate the index file.



Duplicate File Description



- Implemented duplicate file description rejection in April, to resolve duplicate file posted to NAFI.
 - Interfaces - Monday 4/2
 - Web upload - Monday 4/9
- May NAFI IPT discussed and suggested a “Global Inactivation” to resolve existing dups.
 - Global Inactivation would inactivate all files which have a duplicate file description for the same Document, while leaving the file with the earliest Postdate active.
- DFAS has agreed to the proposed Global Inactivation strategy.
- Some Claimants have recently expressed desire to control inactivation of these files on a site by site basis.
- NAFI will postpone Global Inactivation to allow sites to proceed with manual inactivations, and will re-asses issue next month.



Alterion Testing



- Test Results indicate that NAFI performance far exceeds current system usage/load.
 - With a 2 web server configuration NAFI can handle more than 600 concurrent users.
 - 2 times more than the concurrency ever generated by NAFI production users.
 - 6 times more than regular concurrency.



Recent NAFI Accessibility



- Network/Network Devices - NAFI's biggest accessibility challenge
- Code Red Worm
 - All networks may be adversely affected by one or more of the following Code Red Worm impacts, as was the case 7/23:
 - A slowdown in network traffic, due to bandwidth saturation as the worm propagates.
 - A slowdown in network traffic, as infected Web Servers bombard other servers with data.
 - A slowdown in network traffic, due to precautionary measures taken by various network administrators, in closing access, or controlling network traffic through specific routers, ports, etc.
 - NAFI has verified that we are protected against Code Red, so that our application may be kept available through the attack, however we could be impacted by the above mentioned network issues.



Recent NAFI Accessibility



- Network Switch Failure
 - 7/28-7/29 (Saturday and Sunday) - NAFI inaccessible due to switch failure at IH.
 - Switch has known defect and lack of power line conditioning at IH adds to problem.
- Internet DNS
 - 7/13-7/16 - Some NAFI and most DFAS users were not able to access NAFI through URL.
 - Problem centered around Wide Area Network DNS problem, where network DNS was not propagating correct location of NAFI DNS Server.
 - NAFI application was up and functioning properly.
 - NAFI request NAVY NIC to force propagation which resolved issue.



Recent NAFI Accessibility



- Firewall Failure
 - 5/5-6/6, 5:30pm-5:30am - NAFI inaccessible due to firewall failure at IH.
 - External NIC on the Firewall at Indian Head was not allowing pass-through to the application.



Use of Genuity as Production



- Genuity Server suite has been reconfigured, redeployed and tested, since Alterion Testing.
- NAFI team has detected decrease in data transfer speed from Indian Head to Genuity, as well as slower performance when connecting to the Genuity Server Suite.
 - NAFI has opened ticket with Genuity to investigate slowdown, although initial research has not revealed anything significant.
- NAFI will continue to re-assess the Pros and Cons of using Genuity
 - Users at Genuity would not be impacted by network issues relating to Smartlink, which makes it more reliable.



Miscellaneous Issues



- DNS Server moved to HQMC Navy Annex, off of Smartlink, to prevent Smartlink single point of DNS failure.
 - DNS Port will be opened this week by HQMC personnel.
- Manual users entering Mod/DO index data incorrectly in NAFI - affects the way index data is sent from NAFI to DoD EDA and affects DFAS Payment.
- Overseas use of Cage Codes
 - Foreign vendors should be advised to apply for cage code, since cage code is required field in SPS and NAFI.
- Contract information posted to NAFI that DFAS must view MUST be in .pdf format.
 - Can upload .ps, .doc, and .rtf file and NAFI will convert to .pdf.
 - All other file types uploaded in original format.
 - DoD EDA will open a trouble ticket if contract information that DFAS must make payment off of is not in .pdf format.



Future IPT Dates



- Scheduled IPT Dates
 - Thursday, 09/06 /01 (9:00-10:00)
 - Thursday, 10/04/01 (9:00-10:00)
 - Thursday, 11/01/01?? (9:00-10:00)